

Change Management Intern – Contributing to the Change in Cultural Behavior of an Organization



Project Title	Change Management Intern – Contributing to the Change in Cultural Behavior of an Organization
Project Summary	The Department of State’s Passport Services Directorate continues to modernize our processes and improve our services to the traveling public. The Change Management intern(s) will support Passport Services’ Change Management Working Group.
Country	United States
Agency	Department of State
DoS Office	CA/PPT
Post	N/A
Section	N/A
Number of Interns	2

Project Description

The Change Management intern(s) will support Passport Services’ Change Management Working Group, charged with introducing and streamlining operational and technical innovations that modernize our business model. The intern will independently research change management best practices in the private and public sector and introduce those practices to the working group leads. They will offer creative ways to communicate messages using social media and other mediums such as “video snacks” to provide support in implementing a smooth transition, enacting communications across the organization, and providing assistance to modernization efforts.

Desired Skills Interests

Additional Information

If you are looking for an engaging internship that affords you the opportunity to exercise your communication skills, consider joining the Department of State's Passport Services Change Management Working Group (CMWG) team. The CMWG is a small, flexible group of professionals that value innovative ideas and out of the box thinking. As a Change Management Intern, you will learn the fundamentals of operating in a cabinet-level agency while reaching out to upwards of 3,000 federal employees with important information about how they carry out their work.

As a Change Management Intern your typical work assignments may include:

Planning, designing, developing, modifying and completing visual information projects for print and web-based visual media products to communicate with employees and contractors. A major focus of this work will involve applying industry standard principles on change management to support Passport Services' modernization efforts. Interns will be asked to communicate weekly with the CMWG lead in writing or over the phone and may be invited to participate in CMWG meetings to get to know the working group members.

Language Requirements

None